NORTEL

Nortel Communication Server 1000

IP Softphone 3456 User Guide

NN43080-100

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Contents

New in this release 5
Features 5
Other changes 5
Revision history 5

Welcome 6
Your new IP Softphone 3456 6
Requirements 7
Online help 7
Nortel preferred configurations 7
Related publications 7

Feature overview 8
Starting up 8
Signing in 9
Screen layout 9
Making a call 10
Receiving calls 12
Placing calls on hold 13
Hold and resume 14
Mute 15
Call Transfers 15
Blind Transfer 16
Announced Transfer 18
Quick Transfer List 20
Contacts 24
Creating Contacts 24
Viewing Contacts 26
Dialling Contacts 27
Conference Calls 28
Managing Conference Calls 30
Disbanding Conferences 31
Suspending a Conference 31
Voicemail 32

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Voicemail Settings 32
Accessing Voicemail 34
Video Phone 34
Making a Video Call 35
Receiving a Video Call 36
Video Conferencing 36
Managing Conference Calls 37

Troubleshooting **40**
Configuration changes do not work 40
Call Detail Reporting 40

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New in this release

The following sections detail what's new in *IP Softphone 3456 User Guide* (NN43080-100) for Nortel Communication Server 1000 Release 6.0:

- Features (page 5)
- Other changes (page 5)

Features

The *IP Softphone 3456 User Guide* (NN43080-100) is new for CS 1000 Release 6.0.

Other changes

Revision history

June 2009	Standard 01.02. This documents reflects a change to Nortel preferred configuration list.
June 2009	Standard 01.01. This document is a new NTP for Communication Server 1000 Release 6.0.

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Welcome

This section introduces IP Softphone 3456 and describes the available features.

Navigation

- Your new IP Softphone 3456 (page 6)
- Requirements (page 7)
- Online help (page 7)
- Nortel preferred configurations (page 7)
- Related publications (page 7)

Your new IP Softphone 3456

The current IP Softphone 3456 offering provides instant messaging, and voice and video communications. The Communication Server 1000 and IP Softphone 3456 provide voice, video communication with rich telephony features.

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Requirements

The following basic hardware specification is required to operate the IP Softphone 3456:

- Intel Pentium III 1.3 GHz or equivalent
- Windows 2000/XP/Vista
- 512 MB RAM
- 50 MB hard disk space
- 16 Bit, full-duplex sound card
- IP connection

Depending on the configuration of your workstation or laptop, you may also need to obtain a microphone and speakers, or a USB headset with microphone. If it is your intention to use the softphone video call/conferencing features, you will also need a webcam.

Online help

For detailed information about specific client features, see the help documentation provided with IP Softphone 3456. To access help, in the IP Softphone 3456, click Actions and then click Help.

Nortel preferred configurations

The following list contains preferred configurations for the Nortel IP Softphone 3456

- Disable the provisioning server on the phone. On the phone, navigate to Preferences > Advanced > No login server available.
- Configure only the G711 and G729 voice codecs for the IP Softphone 3456.
- On client, Nortel recommends a fixed port range defined under Account Settings > Topology > Port Range to set the port.
- Ensure the registration refresh time is set to five minutes. This keeps the registration timer short enough to recover quickly in case of network failure.
- To make the IP Softphone 3456 DTMF work with the Media Application Server (MAS), ensure that SIP > Account > Topology > Enable ICE is not selected.

Related publications

For more information, see the following related publications:

- Communication Server 1000E suite of documentation

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Feature overview

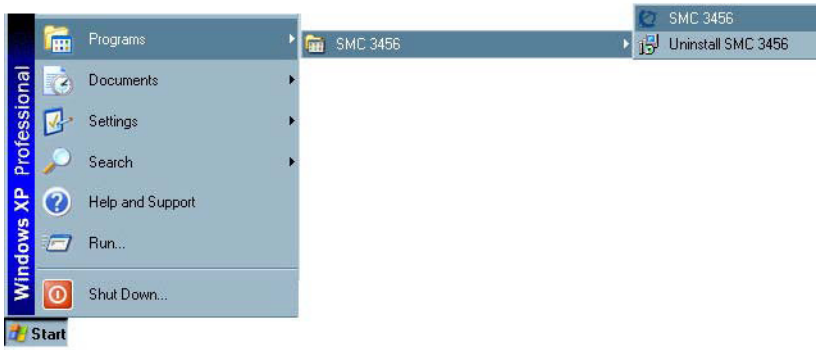
This section describes features that are available on the IP Softphone 3456.

Navigation

- Starting up (page 8)
- Signing in (page 9)
- Making a call (page 10)
- Receiving calls (page 12)
- Placing calls on hold (page 13)
- Mute (page 15)
- Call Transfers (page 15)
- Conference Calls (page 28)
- Voicemail (page 32)
- Video Phone (page 34)

Starting up

Start the IP Softphone 3456 by double-clicking the desktop icon, or by clicking the **Start** menu and navigating to the **IP Softphone 3456** program group and clicking **IP Softphone 3456**.



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Signing in

The IP Softphone 3456 should sign in to your SIP account automatically if your account has been correctly configured. In some circumstances (depending on how the system administrator has configured the softphone), you may be asked to authenticate to a login server during application start up. If you are unsure how to login, see your system administrator.

Screen layout

Before continuing, it would be worth spending some time on the interface layout. Not all function buttons are visible when the phone is inactive - for example, call transfer and hold options do not appear unless the phone is engaged on a call. Other function buttons, such as the voicemail notification button, only appear as follows:

- when configured to do so (see the system administrator).
- when you receive a message.

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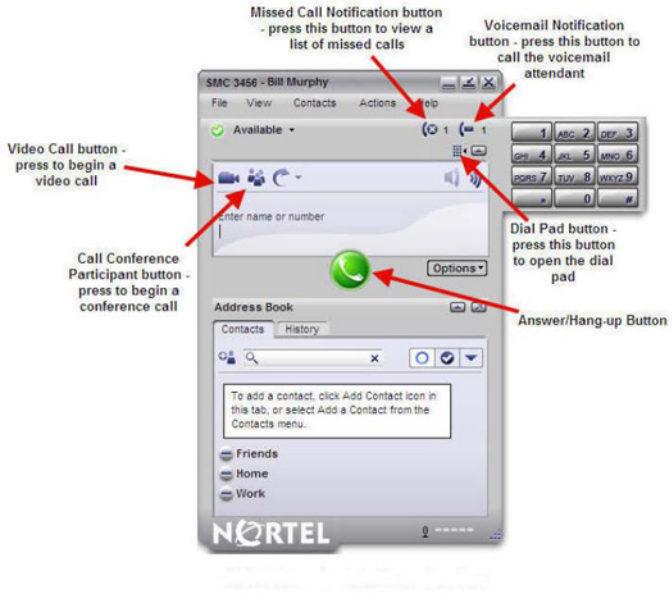
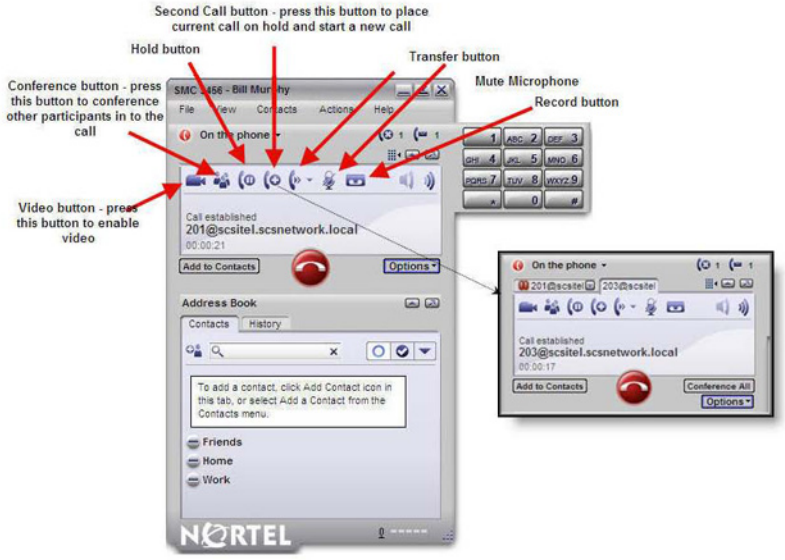


CMC Enterprise - Inactive



CMC Enterprise - Active

Making a call

Calls can be made from the IP Softphone 3456 in a number of different ways. Users can make calls by double-clicking on any name in the contact list, by typing a number in using the keyboard and pressing **Enter**, or by opening the

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dial pad and using the mouse to click on the numbers required. The following instructions show you how to open the dial pad and dial a number using the mouse.

1 Click the dial pad button .

2 Using the mouse, click on the dial pad numbers that you would like to dial. The number appears on the display screen.

3 Click the dial button . End the call by clicking on .

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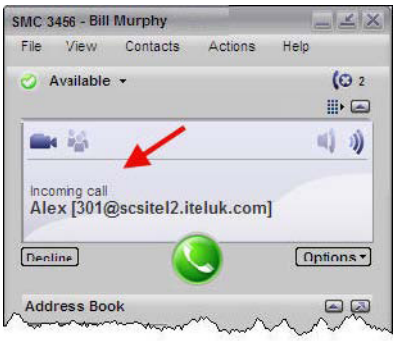
Note: If more than one account is active on the softphone, users can ensure that the correct user ID is received by the recipient by opening the **Accounts** drop-down menu on the phone screen and selecting their own account.

Receiving calls

When a call is received by the IP Softphone 3456, a number of things occur. First, the phone rings (if sound is enabled on your system); second, the caller's number or ID is displayed on the IP Softphone 3456 display screen.



Thirdly, if the IP Softphone 3456 is running in the background, that is, if you are working in another application, a Web browser, for example, you still see a visual notification of the call, in the form of a pop-up messages that appears just above the clock on the Windows task bar.

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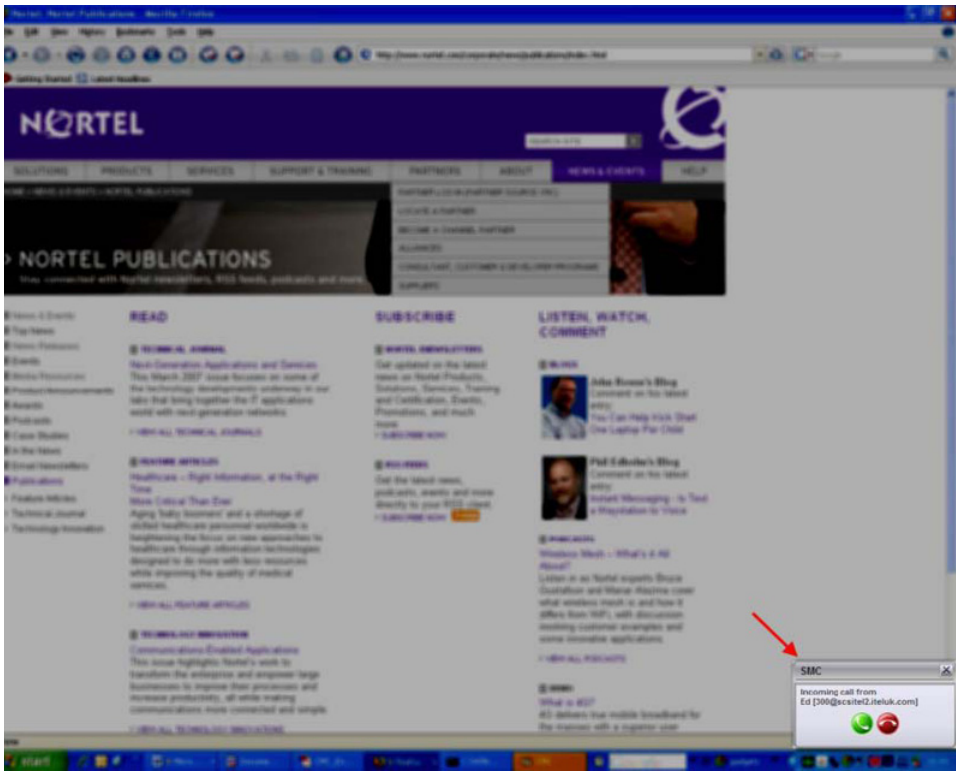

To answer the call:

- Click on the found on the IP Softphone 3456 interface.

  or

- Click on the found on the desktop pop-up.

To reject the call and forward it to your voicemail service (if configured), click on .

Placing calls on hold

Calls can be placed on hold at any time. When a call is on hold, you cannot hear the caller and they cannot hear you. When a call is on hold, the message ‘Call on hold’ is displayed on the screen and the hold button is highlighted.

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When a call is on hold, it is possible to make a second call by pressing the **Start another call** button .

Hold and resume

To place a call on hold, press the **Hold** button during the call. To resume the call, just press the **Hold** button again.

Hold and open another call

1 During a call, press the **Start another Call** button . A new dial tab opens in the interface window.

2 Dial the new recipient's number.

3 Click the button.

4 To switch between calls, click on the tabs. Whenever you select a tab, all other calls are placed on hold.

5 To end a call with either party, click the button.

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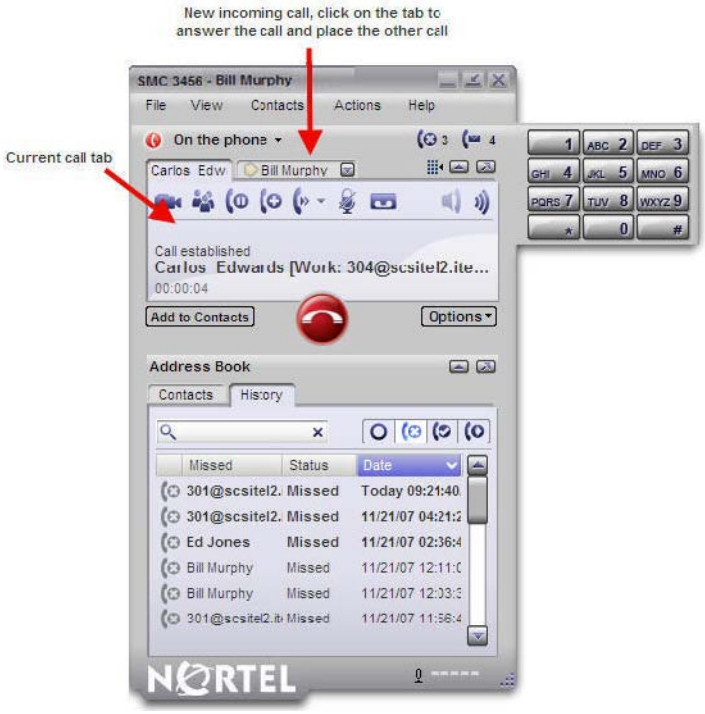
Call waiting

When you are on a call and another call comes in, the phone rings and the second call appears in a tab on the phone screen. To answer the call and place the current call on hold, click the new caller tab. The new call is answered when you click the tab, so there is no need to click the green answer button.



Mute

At any time during a call, you can mute your microphone so that the caller cannot hear what you are saying; you, however, are still be able to hear them. To mute a call, click on the **Mute** button (the Mute button is only displayed during calls).

Call Transfers

The IP Softphone 3456 offers users a number of different ways to transfer calls:

- **Blind transfer** – Pass a call directly to another extension without waiting for an acknowledgment or busy signal from the destination.
- **Announced transfer** – Ring the destination extension first and announce the call before transferring it through.

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- **Quick transfer** – Pass the call straight to a number in your quick transfer list (more on this later in this section), or to your chosen **Default** quick transfer destination.

Each of these transfer methods are described in the following sections:

- Blind Transfer (page 16)
- Announced Transfer (page 18)
- Quick Transfer List (page 20)

Blind Transfer

A blind transfer is probably the easiest method of transfer available on the IP Softphone 3456 interface and is performed in the following way.

1 Answer the call by clicking the button.

2 During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the transfer button only appears on phone display when an active call is in progress).

3 Select **Transfer this call**.

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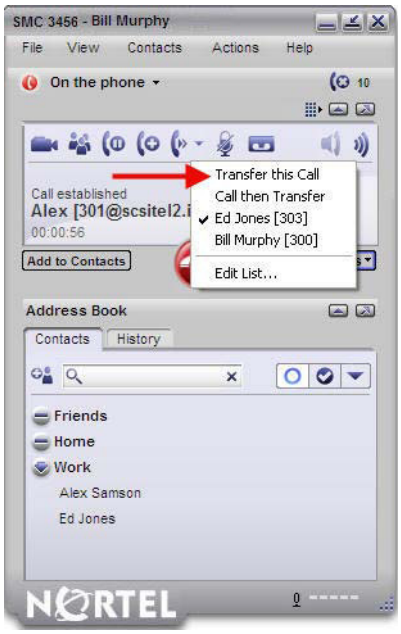
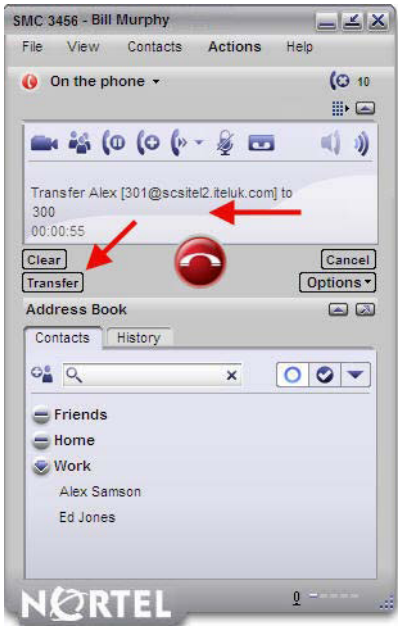


4 When prompted, enter the destination number using either the dial pad or the numeric keys on your keyboard.

5 Click the **Transfer** button.



6 The call is passed to the transfer destination and your phone hangs up.

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Announced Transfer

An announced transfer is often seen as the preferred method of call transfer, because it enables you to find out whether the destination recipient is available and ready for the transfer or not.

To perform an announced transfer:

1 Answer the call by pressing the button.

2 During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the transfer button only appears on phone display when an active call is in progress).

3 Click on **Call then Transfer**.

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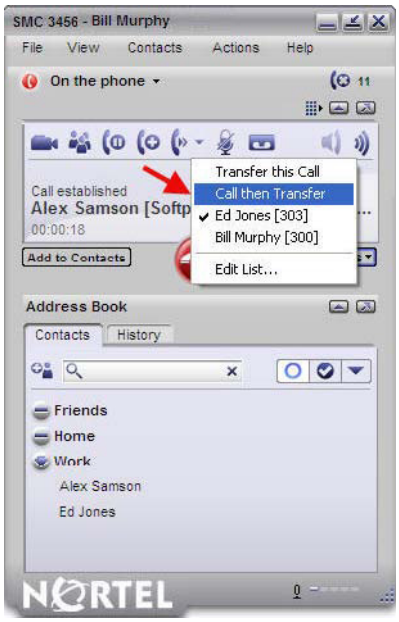
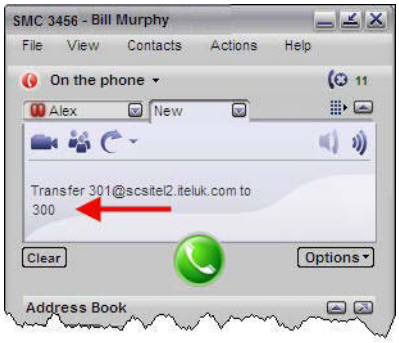


4 A new tab opens and the caller is placed on hold. Enter the transfer destination's number.



5 Click the button.

6 When the recipient answers, announce the caller and then press the **Transfer** button.

Note: If the recipient does not answer, you can return to the call originator by clicking the button to disconnect the second call (ensure that the second call tab is selected, otherwise you will disconnect the caller).

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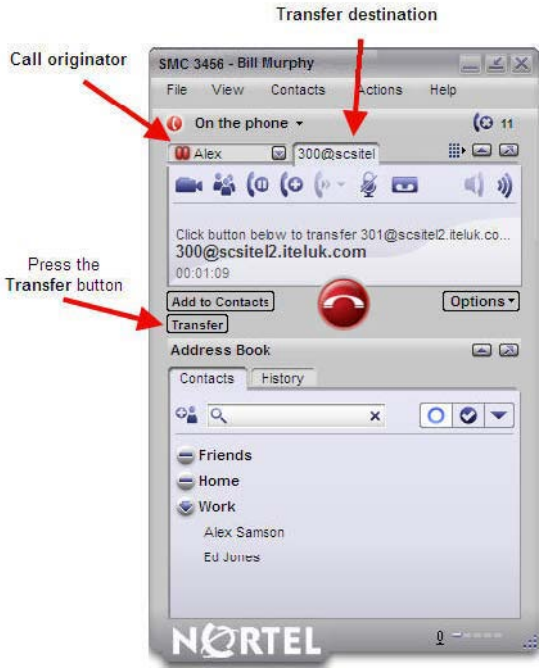

7 The call is transferred to the destination and your phone hangs up.

Quick Transfer List

A quick transfer list can be created to provide users with fast access to common transfer destinations – for example, a Personnel Assistant (PA) may require fast access to a select group of managers that they commonly field calls for. Once created, a quick transfer list can be accessed during an active call and the caller can be transferred quickly to any of the numbers.

Note: When you transfer a call using the quick transfer list, you are in effect performing a blind. In other words, you will not be able to announce the call; the caller is simply passed directly to the destination whether the recipient is available or not.

Any number in the quick transfers list can be selected as the **Default** transfer number. Calls can be quickly transferred to the Default number by simply clicking the **Default Transfer** button .

Creating a Quick Transfer List

A quick transfer list can be made up of as many contacts as you wish; however, the longer the list, the longer it takes you to find the right contact during a call, thereby defeating the object of the quick transfe' list.

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To create a quick transfer list:

1 From the main interface screen, open the **File** menu and select **Preferences**.

2 Click on the **Quick Transfer** button.

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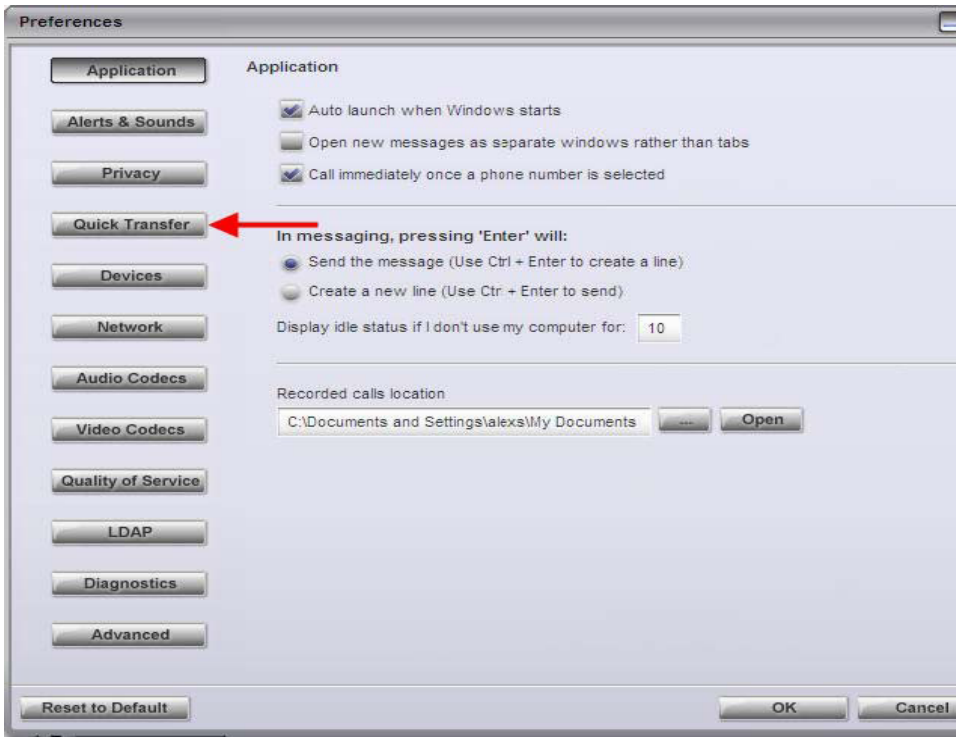
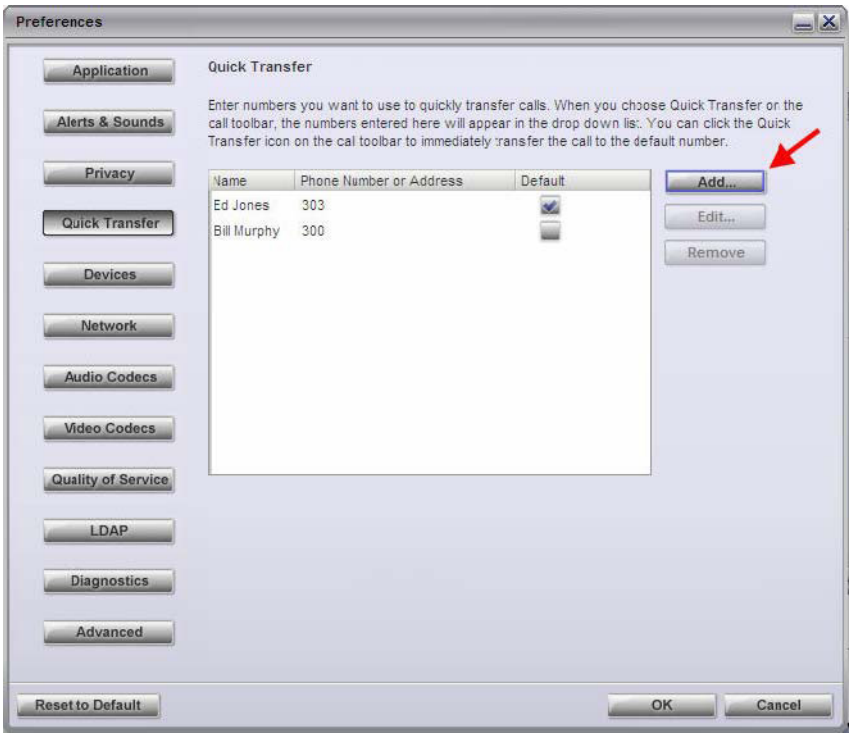


3 Click the **Add** button.



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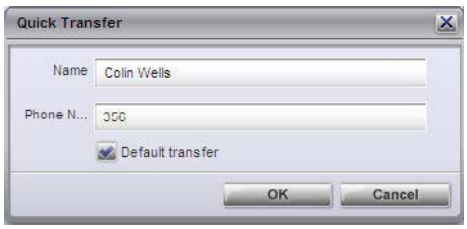
4 Enter the full name and phone number of the quick transfer contact.

Note: To set this contact as the **Default** quick transfer contact (the number that calls are forwarded to if you click on the **Default Transfer** button), select the check box. The default contact will appear with a checkmark next to it in the list of quick transfer numbers.



5 Click **OK**.

6 The new contact is displayed in the quick transfers list. Click **OK** to finish.

Quick Transfer List Transfers

To perform a transfer using a number from your quick transfers list:

1 Answer the call by pressing .

2 During the call, press the drop-down menu button located just to the right of the **Default Transfer** button (the default transfer button only appears on phone display when an active call is in progress).

Note: To send the call directly to your default quick transfer contact, just press the Default Transfer button.

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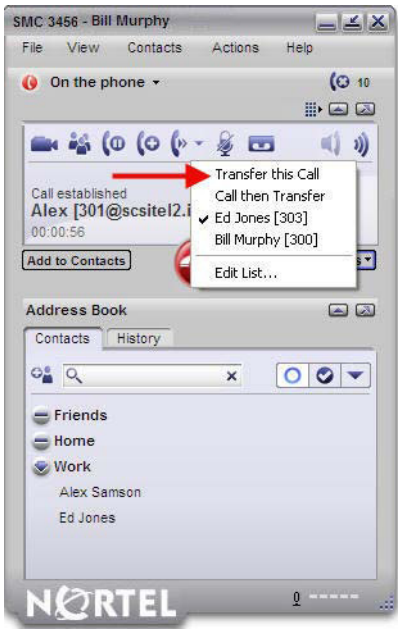
3 Select the name of the person to whom you would like to transfer the call.



4 The call is transferred and the phone hangs up.

Contacts

The lower half of the IP Softphone 3456 interface is dedicated to **Contacts** and call history (**History**). The following sections deal briefly with the principles of adding, viewing, and calling contacts.

Creating Contacts

Contact information can be imported from a variety of sources, including CSV files and Outlook Exchange servers; however, this guide deals exclusively with creating new contact profiles. For instructions on importing contact information, see the built-in help file that is accessed by clicking on the **Help** menu.

To create a new contact profile:

1 From the main phone screen, open the **Contacts** menu and select **Add a Contact**. If the **Address Book** panel is open (the lower half of the IP Softphone 3456 interface), click the **Add a Contact** button .

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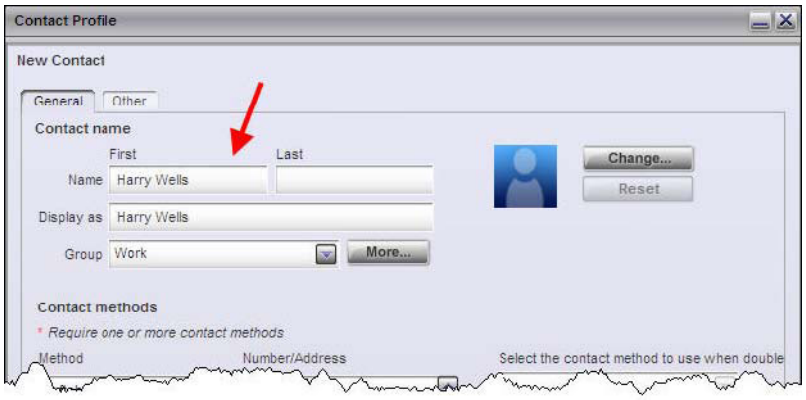
2 Enter the name details of the contact and select a Group (for example, Work, Friends, etc).



3 In the lower half of the screen, select a contact type (for example., Home, Office, Softphone, etc) from the contact **Method** drop-down menus, and enter the contact's phone number(s) in the corresponding **Number/ Address** field(s).

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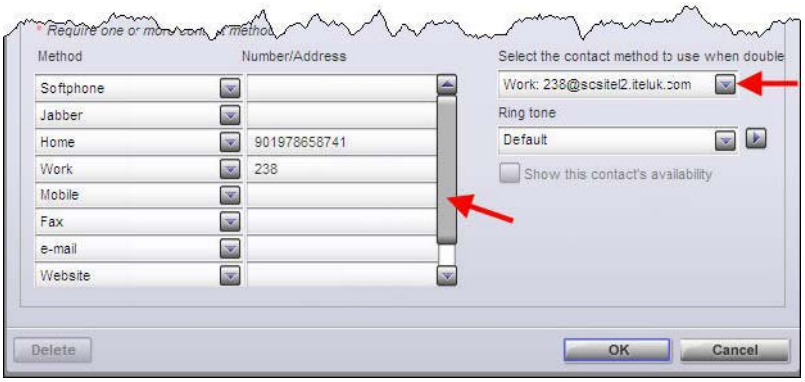
4 If you entered more than one contact number, open the top-right drop-down menu and select the preferred default contact method that will be used when you double-click on the contact's name in the address book.

Note: If you enter a softphone number, you have the option of viewing the contact's availability. Select the **Show this contact's availability** check box to enable this feature.



5 Click **OK**.

Viewing Contacts

Contacts are arranged into Groups in the **Address Book** panel. Each contact's group allocation is determined when the contact profile is created, see the previous section, Creating Contacts (page 24). To view a contact's profile, simply click on their name in the Address Book panel.

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Dialling Contacts

To dial a contact straight from your **Address Book**, either double-click on the contact's name or, in cases where more than one number exists for the contact, single-click and then select the required location number from the profile bubble.

Contacts can also be called by right-clicking on the contact in the **Address Book** and selecting **Call Contact**.

Contact information stored in Microsoft Outlook 2003 can also be utilized by the IP Softphone 3456. Open a contact in Outlook and click the Nortel badge found on the tool bar (if you cannot see the Nortel badge, open the **View** menu and select **Toolbars**, and check that **eyeCall** is selected). A list of numbers stored for that contact are displayed in a drop-down menu. Click the number that you would like to dial.

Note: The IP Softphone 3456 starts automatically if it is not currently running in the background**.**

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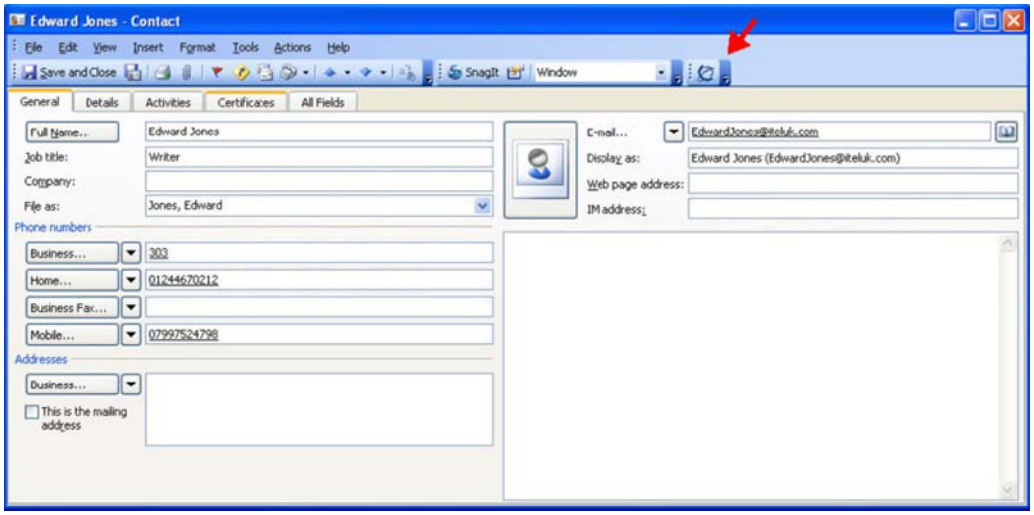

Conference Calls

There are two ways in which a conference call can be established on the IP Softphone 3456:

- Start a conference while on a call by clicking the **Conference** button . Add participants either by entering their number and clicking the button or by right-clicking on a contact in the **Address Book** and selecting **Add to Conference**.

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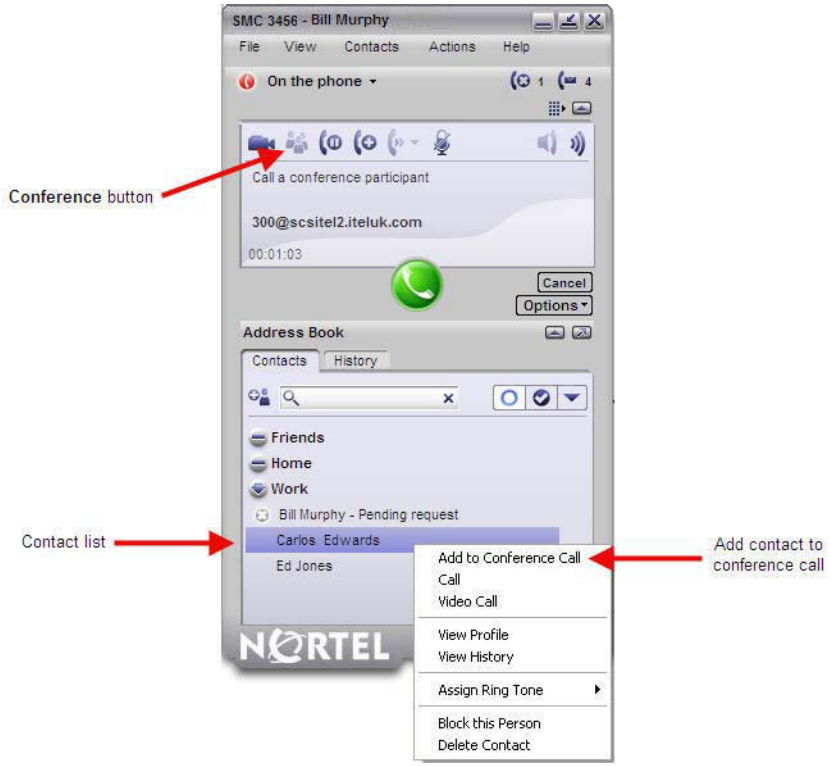

- Start or receive a call, open other calls using the Start Another Call button and then, once connected, click on the **Conference All** button. All active calls will be joined to one conference.

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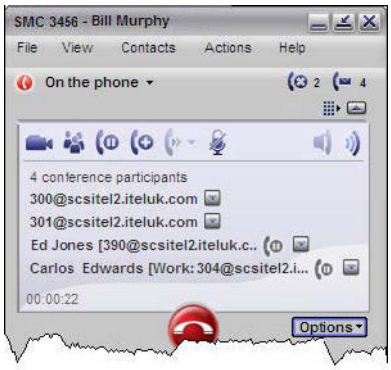


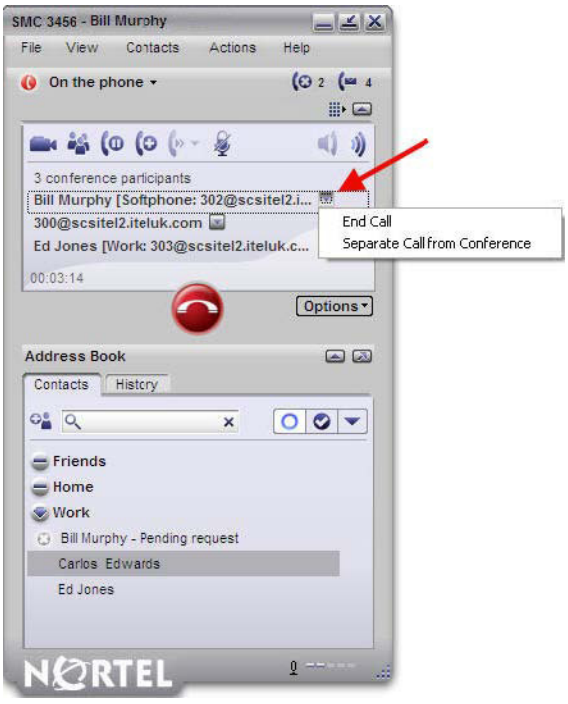
Managing Conference Calls

Removing Participants

A participant can be removed from the conference call and placed into a separate call in the following way:

1 Open the drop-down menu found at the end of the participant's details on the phone screen.

2 Choose between **End Call** (to end all communication with the caller) and **Separate Call from Conference** (to remove the caller from the conference but keep the caller on Hold in a separate tab).



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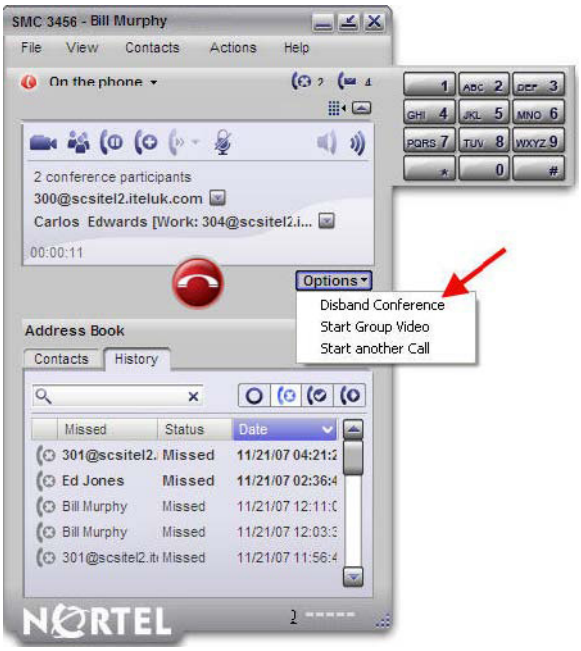
Disbanding Conferences

To end a conference call, but keep all callers on separate ‘held’ lines in their own tab, open the **Options** menu, located benath the call display screen, and select **Disband Conference**. Each caller can be taken off Hold by clicking on the corresponding tab.



Suspending a Conference

Conferences can be suspended by clicking on the Hold button . Participants will have a hold icon next to their name on the display screen when a conference is suspended.

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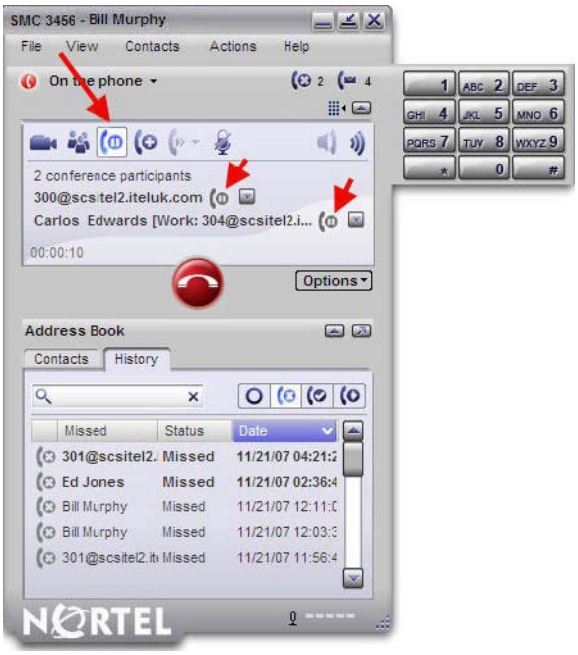


Voicemail

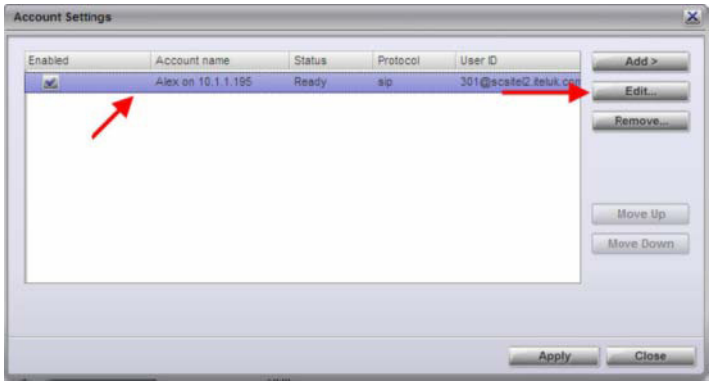
The IP Softphone 3456 can be configured to regularly check your CS 1000 voicemail box.

Voicemail Settings

Your voicemail account can be accessed by dialling the voicemail attendant's extensions (101 by default), but unless configured to do so, the application does not automatically check for and notify you of new messages. To configure automatic checking and notifications:

1 From the main phone screen, open the **File** menu and select **Account Settings**.

2 Highlight your account and click on the **Edit** button.



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3 Click on the **Voicemail** tab.

4 Select the **Voicemail** check box.

5 Enter the number you would normally dial to access the voicemail attendant in the **Number to dial for checking mail** text box (by default, the voicemail attendant's extension is 101, check with your system administrator if you are unsure).

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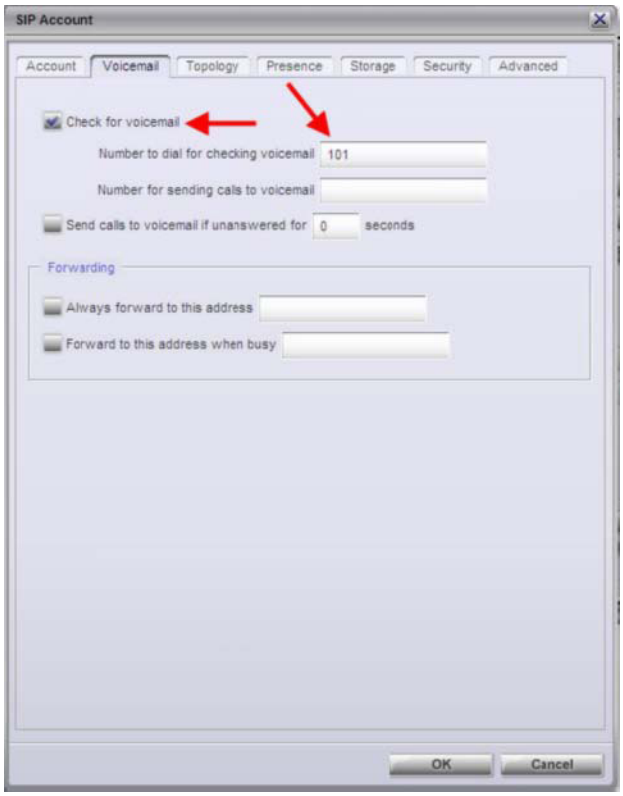

6 Click **OK**.

7 Click **Apply**.

8 Click **Close**.

The IP Softphone 3456 is now configured to check the CS 1000 server for voicemail messages. When a message arrives, an envelope icon will appear on the interface.

Accessing Voicemail

Voicemail can be accessed from the IP Softphone 3456 in one of two ways:

- dial the voicemail attendant extension (101 by default).
- cli ck the envelope icon (the envelope icon only appears when there are unheard messages in your inbox).

Video Phone

The IP Softphone 3456 is equipped with a videophone feature. To make a video call, you and the call recipient needs a webcam-enabled softphone or video-enabled hardware phone (such as Nortel 1535 video IP phone).

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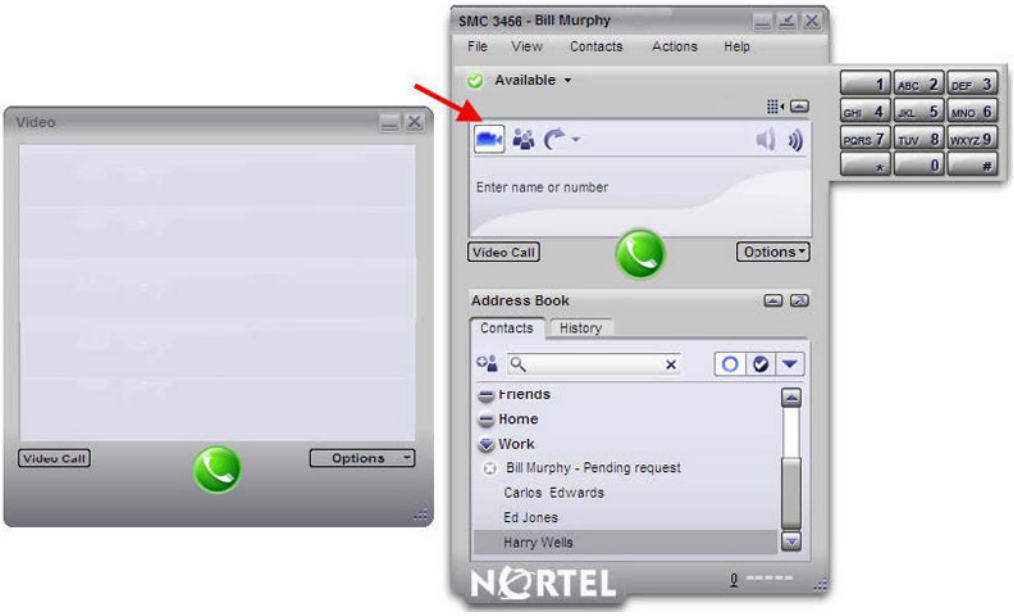
Making a Video Call

To make a video call:

1 Click the **Video** button to open the video panel.



2 Enter the number of the person you would like to call and then click the **Video Call** button. Alternatively, right-click on a contact in the **Address Book** and select **Video Call**.

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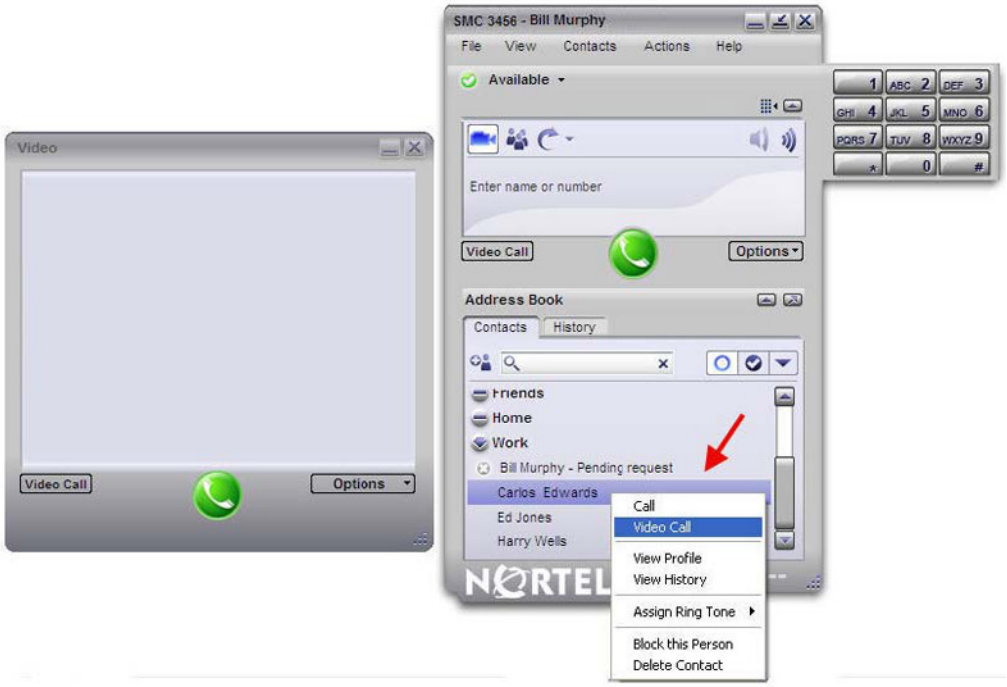

Receiving a Video Call

When you receive a video call, the video panel opens automatically when you answer the call and you are be able to see the caller using their own video. To start sending your video, click **Start Video**.

Note: The caller and recipient can start or stop their video stream at any time during a call.

Video Conferencing

Note: The IP Softphone 3456 supports up to six video conference attendees. To take part in the video conference, the other participants must be using video capable phones.

To start a video conference:

1 Open the video panel by clicking on the **Video** button .

2 Place a call to the first participant. Your video automatically appears on their screen, but they have to enable their own streaming so that you can see them.

3 Click the **Start another** button to open another tab and place the first call on hold. Dial the next participant. Repeat this step until all participants are on the call.

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4 Click the **Conference All** button to join all participants into one conference call.

Managing Conference Calls

Most conference controls, such as participant removal, suspend, and disband, are managed from the main phone interface during a video conference. Users can stop their own video output by clicking on the **Stop my Video** button found on the video panel.

Removing Participants

A participant can be removed from the conference call and placed into a separate call in the following way:

1 Open the drop-down menu found at the end of the participant's details on the phone screen.

2 Choose between **End Call** (to end all communication with the caller) and **Separate Call from Conference** (to remove the caller from the conference but keep the caller on hold in a separate tab).

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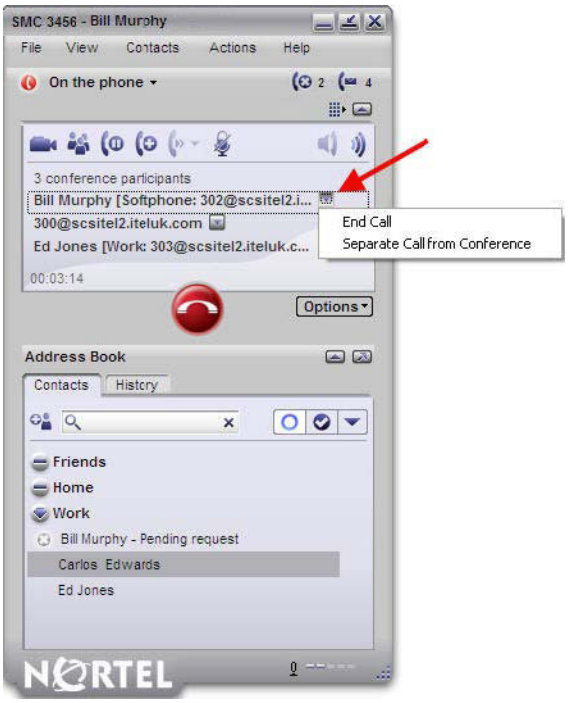

Disbanding Conferences

To end a conference call, but keep all callers on separate ‘held’ lines in their own tab, open the **Options** menu, located beneath the call display screen, and select **Disband Conference**. Each caller can be taken off hold by clicking the corresponding tab.

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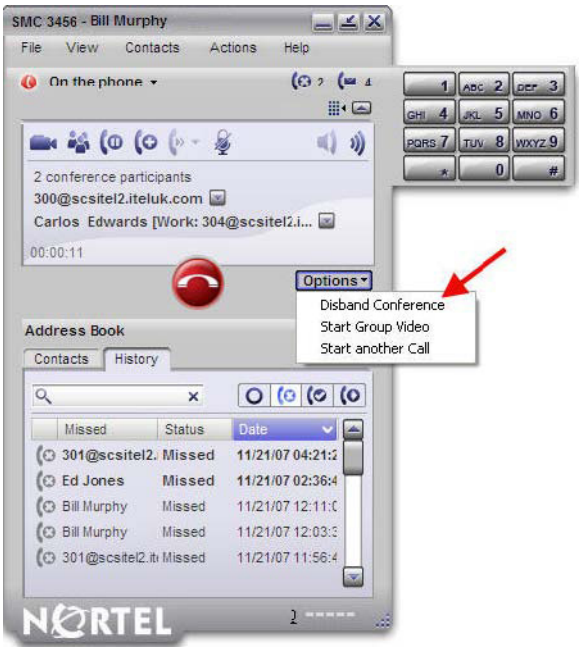

Suspending a Conference

Conferences can be suspended by clicking the **Hold** button . Participants have a hold icon next to their name when a conference is suspended.

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Troubleshooting

This chapter describes various troubleshooting tips.

Navigation

- Configuration changes do not work (page 40)
- Call Detail Reporting (page 40)

Configuration changes do not work

When making configuration or preference changes, you must first select the account to which to apply the changes. By default, the first account in the list is selected.

Call Detail Reporting

Call Detail Reporting (CDR) is available for all universal extension connectors (UEXT) and for Session Initiation Protocol (SIP) Trunk.

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Nortel Communication Server 1000

IP Softphone 3456 User Guide

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